

**School Lane Surgery Appointments Questionnaire  
August 2012**

**Question 4.**

Despite us ringing and texting patients to remind them of appointments, we still have a large quantity of appointments per week which patients do not attend. Do you have any ideas about how this may be addressed.

Comments received:

Perhaps a bonus/reward system for routine appointments whereby patients who fulfil their appointments receive a "fast track" as a priority over those who don't honour or understand how lucky they are to receive free medical care. This way they might just 'get that they are inconveniencing others.
Penalise these who fail to turn up
A regrettable situation- I don't think this is a permanent/complete solution to the prob. However in the case of 'long term/ regular "offenders"- they should be warned as to poss of being removed from surgery patients list.
Yes 3 strikes and your out and charge for missed appointments- small fee.
I wish I did know- Frustrating problem
The text service is good, one day in advance however another text about an hour before will help more.
Email
Make a payment for missed appointments
Constant re offenders should be warned 2 strikes and removed off list or fined
Repeat non showers removed from practise (extreme cases)
As many appointments are some time away many people I assume get better or simply forget. Maybe a pre-booking confirmation on the patients side would help. Either texting , online or phone
If they miss 2 they should be struck off list
2 missed appointments and in 2 months and your out
If people can't make their appointments they should ring the surgery
Make people more aware of the cost of missed appointments
These people who don't attend appointments should be put down for GP calls first in future
Have the patients phone the day before to confirm they want their appointment. Maybe not all patients but those who have missed appointments
Letter/ Penalty
Penalty/ Letter
Letter warning
Penalty fine
Warning letter
Financial fine like dentist
Financial penalty
Charge small like dentist
Set a fee like dentist
A warning should be given after first missed appointments + after 3 missed appointments patient should be asked to find another practise
I used to make appointments for patients when working for my consultants- we had

the same problem. Unfortunately we couldn't find a solution.
Maybe a standard leaflet or letter given to the patient on their next visit (no postage) just pointing out what it costs and how it effects the practise and inconvenience etc
Yes make patients pay for missed appointments
Personally the texting is great and I found this really useful. By introducing telephone appointments this will (I think) dramatically cut down on the time taken on regular appointments and the length of wait to have them
If missed 2-4 appointments- removal or fine
If missed 3 appointments in 12 months penalty fine/ removal from GP list
No but must be frustrating when genuine patients can't get to see a doctor, very difficult to deal with
Not really- perhaps instead of reminders, ask for confirmation that they can still come- no reply= cancellation
I really don't know. I have never missed an appointment as I'm aware off
Give a warning if they are repeat offenders kick them off your list- like the dentist do
If patients don't keep their appointment after 3 times they should be banned.
Lot of admin, but courtesy calls day before appointments as a reminder. Will cut down missed appointments, considerably as often people might say "oh I'm not coming now- I was going to ring you" also those who consistently waste time (say after 3 missed appointments) should be told what won't get away. Priority appointments in future- only routine ( unless real emergency)
Texting is a good one
Strike them off
Phone or text
Charge them for not attending
Try card system. Two or three yellow cards and you are out on the next red. Obviously mitigated by unforeseen events.
Can't understand why patients don't attend appointments- it's easy enough to ring and cancel
Patient fine- money to patient services
Charge a standard £15 fine like NHS dentist
The texting s not consistent, this would defiantly help people to remember their appointments and I've been a patient at school lane for 7 years and have never been given a phone call as a reminder.
No I've never had a problem so for me what you are doing is fine. I couldn't think of an improvement. I'm happy with service
In my opinion because I have had to book this so far in advance, some people may forget an appointment. ( I do not get a signal on my mobile where I live so texting wouldn't help